

A number of literacy issues surfaced in the group discussions:

- 1) Text Literacy - being able to read well enough to navigate and find useful, understandable information;
- 2) Computer Literacy - knowing how to use the software, hardware, and telecommunications technology that lets you access networked information;
- 3) Resource Literacy - simply staying aware of "what's out there" on the network; and
- 4) Information Literacy - what a good resource is and how to use it properly and efficiently.

A strong priority indicated by participants was for training, for both librarians and users. The comment that drew the highest attention in priority setting was "Training will make or break the network." The training called for should prepare librarians for change and teach them how to use networked resources properly to find the most current information or the information that they might otherwise not find or not find as quickly in books.

Although it is perhaps more of an infrastructure/interface issue, participants desired a two-tiered level of difficulty/capability for the user interface:

- 1) A novice mode, simple look-up capability, which should be intuitive, and
- 2) An advanced mode, with enhanced search capabilities for professionals and other users willing to learn its potential uses.

With a view toward a broader use of the Internet, one Asheville participant envisioned three levels of training:

- 1) Search skills--finding appropriate information;
- 2) Higher order thinking--how to use information properly;
- 3) Ethics and responsibility for using networked information resources and communication properly--popularly known as "netiquette."

A Chapel Hill participant suggested that the user should have the responsibility of learning how to use the network. The State Library would teach librarians who would then teach their users. Another Chapel Hill comment was: "to rethink the role of library schools and the State Library to make librarians aware of and able to access and package information for users."